

California Department of Aging (CDA)

Health Insurance Counseling and Advocacy Program (HICAP)

Program Statistical Fact Sheet

TOTAL PROGRAM	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 14/15 ^{1, 2}	FISCAL YR 15/16 ^{3, 4}	FISCAL YR 16/17 ^{5, 6}	FISCAL YR 17/18 ^{5, 7}
Local Assistance	\$11,348	\$10,753	\$12,169	\$11,872
State Operations	\$1,354	\$1,282	\$1,328	\$1,534
Total Program Expenditures	\$12,702	\$12,035	\$13,497	\$13,406
General Fund	\$0	\$0	\$0	\$2
HICAP Fund	\$2,473	\$2,485	\$2,437	\$2,495
HICAP Federal Fund (SHIP)	\$4,967	\$4,735	\$5,883	\$5,423
HICAP Reimbursements (Insurance Fund)	\$4,788	\$4,815	\$4,843	\$4,858
Financial Alignment Federal Fund ⁸	\$474	\$0	\$334	\$628
Total Funds	\$12,702	\$12,035	\$13,497	\$13,406

TOTAL LOCAL ASSISTANCE	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18
HICAP Fund	\$2,240	\$2,235	\$2,246	\$2,246
HICAP Federal Fund (SHIP)	\$4,154	\$4,035	\$5,096	\$4,565
HICAP Reimbursements (Insurance Fund)	\$4,480	\$4,483	\$4,493	\$4,493
Financial Alignment Federal Fund	\$474	\$0	\$334	\$568
Program Income	\$22	\$679	588	
Local Non-Match ⁹	\$511	\$0	\$0	
Total Funds	\$11,881	\$11,432	\$12,757	\$11,872

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PERFORMANCE DATA ¹⁰				ESTIMATED
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18 ¹¹
Interactive Presentations	3,920	3,864	3,686	
Estimated Persons Reached ¹²	1,166,856	567,733	668,614	
Legal Services Clients ¹³	2,660	2,132	1,534	
Contacts (excluding Quick Calls) ¹⁴	362,433	185,502	173,720	
Quick Calls ¹⁵	149,214	53,947	44,368	
Hours Spent Providing Counseling Services	109,429	97,708	91,976	
Active Counselors (Volunteers and Paid)	775	770	799	

DEMOGRAPHICS ¹⁶	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18 ¹¹
Total Clients Counseled ¹⁷	112,517	84,763	79,233	
Race/Ethnicity:				
Black/African American	3,564	3,196	3,016	
Hispanic/Latino	11,834	11,095	10,670	
American Indian/Alaska Native	307	366	408	
Asian/Pacific Islander	7,294	6,655	6,570	
Total Minority	22,999	21,312	20,664	
Total Other Race	13,002	11,541	11,633	
Non-Minority	41,069	42,978	40,453	
Gender:				
Female	41,112	40,737	39,278	
Male	25,725	26,511	25,831	
Age:				
<65	14,285	13,284	12,693	
65-74	32,689	34,451	33,839	
75-84	13,201	13,025	12,321	
85+	6,127	5,920	5,507	

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¹ State Operations expenditures are based on the FY 2016/17 Governor's Budget; actual expenditures for FY 2014/15.

² Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2014/15 Area Agencies on Aging (AAA) financial closeout reports.

³ State Operations expenditures are based on the FY 2017/18 Governor's Budget; actual expenditures for FY 2015/16.

⁴ Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2015/16 AAA financial closeout reports.

⁵ State Operations expenditures are based on the FY 2018/19 Governor's Budget; actual expenditures for FY 2016/17 and estimated expenditures for FY 2017/18.

⁶ Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2016/17 AAA financial closeout reports.

⁷ Local Assistance estimated expenditures are based on the FY 2018/19 Governor's Budget.

⁸ Financial Alignment (FA) grant funding was awarded to support Cal MediConnect, a joint effort between California's Medi-Cal program and the federal Medicare program. The Centers for Medicare & Medicaid Services (CMS) awarded the California Department of Aging (CDA) a FA grant to support local HICAPs in providing outreach, education, and counseling to dual eligible beneficiaries in the Cal MediConnect demonstration counties.

⁹ Local Non-Match expenditures include HICAP and FA funds.

¹⁰ Performance Data is from aggregate reports generated from the Statewide HICAP Automated Reporting Program (SHARP). Overall performance data fluctuations from FY 2014/15 and FY 2015/16 are due to the implementation of statewide changes for data collection in response to federal Performance Measure clarification that substantially changed reporting requirements.

¹¹ FY 2017/18 performance and demographics estimates are intentionally left blank.

¹² "Estimated Persons Reached" reflects data specific to estimated number of people attending interactive events. Performance data fluctuations in FY 2015/16 is attributed to specific federal guidance for restricting the number of estimated people being reported for non-interactive events.

¹³ "Legal Services" reflects data from those Planning and Service Areas (PSAs) that provide HICAP legal services: PSAs 02, 04, 05, 06, 07, 10, 13, 15, 16, 18, and 22.

¹⁴ "Contacts" (excluding "Quick Calls") reflects data specific to HICAP counseling services provided to, or on behalf of, the client/beneficiary by registered HICAP counselors. Performance data fluctuations in FY 2015/16 is attributed to specific statewide guidance for new one (1) Contact per Client per Counselor per Day (C.C.C.D) rule to comply with federal guidance for reporting allowable Contacts.

¹⁵ "Quick Calls" reflects data specific to general HICAP services that HICAP personnel provide to, or on behalf of, the client/beneficiary for nine minutes or less. Performance data fluctuations in FY 2015/16 is attributed to specific guidance for no longer reporting Quick Calls if the sole purpose was for scheduling appointments or leaving messages.

¹⁶ "Demographics" data are reported voluntarily by the client/beneficiary. Demographic elements do not sum to "Total Clients Counseled" due to missing data elements.

¹⁷ "Total Clients Counseled" reflects data specific to the number of unduplicated clients/beneficiaries served. Performance data fluctuations in FY 2015/16 is attributed to specific statewide guidance for new one (1) C.C.C.D. rule to comply with federal guidance for reporting allowable Contacts.